

Description of Consumer and Provider Surveys

Consumer Perception of Care (CPOC) Survey:

Background: Currently, the Mental Health Statistics Improvement Project (MHSIP) and the Youth Services Survey for Families (YSS-F) are the basis for the CPOC surveys. The BHA has expanded the MHSIP and the YSS-F to include specific information of interest to the PBHS; additional expansion of survey items to address issues related to Behavioral Health integration may be included in future surveys. Examples of the survey instruments currently used are available on the Department's Web site:

<http://dhmh.maryland.gov/mha/SitePages/surveys.aspx>.

The contractor, in collaboration with the Department and within the timelines/deadlines established by the Department, shall:

- (1) Conduct and analyze the results of an annual CPOC survey;
- (2) Provide to the Department a clean and complete data file containing all survey data;
- (3) Complete 750-1000 adult surveys and 750-1000 surveys of parents/caregivers of children and adolescents; collaborate with BHA regarding the sampling methodology; and provide documentation to the Department detailing how the sample is pulled and how the data are analyzed;
- (4) Produce several publication-level quality survey documents that are approved by the Department, including a comprehensive report describing all findings (30 copies); an Executive Summary report (500 color copies); and color brochures (7,000 brochures total). Examples of these documents are available on the Department's Web site: <http://dhmh.maryland.gov/mha/SitePages/surveys.aspx>;
- (5) Have the capacity and expertise in statistical analyses to make recommendations to the Department regarding survey analysis, as well as changes to the survey tools or protocols to the survey methodology/administration;
- (6) Following each annual cycle of survey administration, shall provide summary documentation to the Department of all interviewer training, monitoring/supervision of survey implementation, and quality control mechanisms that were utilized throughout the survey administration and analysis processes;
- (7) Prior to survey administration, use available technological resources to enhance the accuracy of participant contact information (i.e., addresses and telephone numbers); and
- (8) Obtain the required approvals, as needed, from the Department's IRB to administer and analyze the results of this survey; coordinate and submit any necessary updates to the IRB in between the annual review cycle, as applicable; and provide documentation to the Department that IRB approved protocols are being followed.

Provider Survey:

The Contractor, in collaboration with the BHA and with Departmental approval, shall:

- (1) Conduct biennially a Provider Satisfaction Survey of all providers who bill within a time period determined by the Department, which includes ratings of BHA, CSA, and the Contractor;
- (2) After reviewing the existing tool, protocols, and most recent results, provide recommendations for changes to the survey or the protocols for its administration;
- (3) Following each survey administration, produce a publication-level quality report (500 copies) that is approved by the Department. Examples of previous survey instruments and reports are available on the Department's Website: <http://dhmh.maryland.gov/mha/SitePages/surveys.aspx>; and
- (4) Annually obtain approvals, as needed, from the IRB to administer and analyze the results of this survey; coordinate and submit any necessary updates to the IRB in between the annual review cycle, as applicable; and provide documentation to the Department that IRB approved protocols are being followed.